

# **GENESYS**

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# SpeechMiner Administration Guide

Working with Exploration (Trending)

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The SpeechMiner Trending page is designed to help you monitor and analyze terms and phrases within conversations and identify and explore familiar and unexpected trends. To learn more about SpeechMiner Trending refer to the SpeechMiner 8.5.5 User Manual or Online Help.

## **Important**

To manage Trending Cluster Tasks, you must be granted the **Manage Trending Cluster Tasks** permission. To learn more about SpeechMiner permissions refer to the SpeechMiner 8.5.5 User Manual.

If you intend to create a custom **Trending Cluster Task**, you must consider the following information:

## **Maximum Trending Cluster Tasks**

By default you can define a maximum of five custom Trending Cluster Tasks. If you have too many Trending Cluster Tasks, your system may not have enough computational resources to handle the required data load.

To change the default maximum Trending Cluster Task number, change the value in the **MaxRunningClusterTasks** field in the **webServiceParams** database table.

#### **Purging**

The SpeechMiner default purge value is two weeks. To retrieve recording fragment information that is older than two weeks you must change the default purge value.

For details about how to change this value, refer to the Purging Fragments Configuration section.

### **Default Cluster Task**

By default the SpeechMiner Trending feature includes cluster tasks. These default tasks are not as accurate as custom Trending Cluster Tasks and may exhaust system resources. If you increased the maximum Trending Cluster Tasks value and you do not mind waiting for a higher accuracy rate, and you know you do not require information from the default cluster tasks, you should disable the default cluster tasks so that they do not occupy your resources.

To disable the default cluster tasks, update the **ExplorationTasksParams** table and set the **ParameterValue** column to **false** where **taskid=3** and **ParameterName='generate-defaults**'.